

11 *Contacts for Health Care Practitioners & Providers*

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11.1 PharmaNet Help Desk

Functions

- The PharmaNet Help Desk is the **first point of contact** for all PharmaCare and PharmaNet–related enquiries.
- The PharmaNet Help Desk’s role is to respond to enquiries, and to record, monitor, report and resolve problems in a timely manner.

The Help Desk cannot answer pharmacy practice or medication history questions. Please direct such enquiries to the College of Pharmacists.

- The Help Desk is available to health care providers and practitioners 24 hours a day, 7 days a week, including statutory holidays (except Christmas Day).

Contact information

Telephone numbers

Provider-only telephone numbers should not be given out to the public.

From the Lower Mainland, call 604 682-7120

From the rest of BC, call toll-free 1 800 554-0225

Fax Number

From anywhere in BC, fax to 250 405-3587 (Victoria number)

Information Required by the Help Desk

For every call

Before calling the PharmaNet Help Desk, please be prepared to provide the following information:

- Site ID
- your name
- problem number, if this problem has been reported previously
- a brief description of the problem

For calls about a patient

If you are calling regarding a **patient**, please have the following patient information ready:

- PHN
- full name
- address
- gender

For calls about a practitioner

If calling regarding a **practitioner**, please have the following practitioner information ready:

- full name
- address
- Practitioner Identification Number (if known)—which is also called the College number or Prescriber ID

The MSP billing number may be given if the Practitioner ID is unknown.

Reporting Problems to the Help Desk

Obtaining a call number

- Each time you call the PharmaNet Help Desk, a Client Service Representative (CSR) logs details of the call using call-tracking software which automatically assigns a call number to each call.
- If the Help Desk is not able to answer your inquiry immediately, **ask for the call number**.
- If you have to call for an update, quote this number to enable the Help Desk to find your previous call information quickly.

Problem assessment and escalation

- The normal response intervals for calls depend on the severity of the problem as documented in the Service Level Agreement with each pharmacy software vendor (PSV). These agreements precisely define the escalation procedures and reporting structure between your PSV and the PharmaNet Help Desk. You may request a copy of the agreement from your PSV.

Note: Not all calls are subject to the Service Level Agreement.

Assessment

- The PharmaNet Help Desk assigns a severity level to each problem call based on the pharmacy's resulting ability to conduct normal business. "Normal business functions" are defined as:
 - recording the dispensing of drugs
 - maintaining patient medication information
 - receiving DUE results
 - receiving PharmaNet adjudication results
- A malfunction of your pharmacy local software or the PharmaNet network may interfere with one or more of these functions.
- The four levels, in descending order of severity, are as follows:
 - **Severity 1.** A total inability to perform one or more normal business functions. All involved parties are expected to work continuously until the problem is resolved or the severity level is reduced.
 - **Severity 2.** All normal business functions work to some degree, but one or more are severely degraded. Work by all involved parties is expected to continue on a priority basis until a solution is in place.

- **Severity 3.** All critical functions work, but one or more normal business functions are somewhat impaired.
- **Severity 4.** The problem has been circumvented and is not seriously affecting normal business functions.

Escalation

- Escalation procedures and response times depend on the problem severity.
 - High-severity problems that affect a single store are escalated to the PharmaNet help Desk Administrator.
 - Problems that affect a number of stores or the province as a whole are escalated to the Manager Customer Services and from there to the HIBC Director of Operations.
- HIBC informs the Directors of both PharmaNet and PharmaCare whenever a pharmacy is unable to perform normal business functions.

11.2 Information Support, Health Insurance BC

Functions

- Information Support handles PharmaCare provider enrollments and maintains specific information on PharmaNet. Information Support staff administer the following:
 - new providers (enrollment and PharmaNet setup)
 - provider enrollment changes
 - LCA shortages
 - electronic funds transfers (EFT) — new applications and changes
 - Plan B capitation rates and payments
 - methadone interaction fees
 - Pharmacy Software Vendor (PSV) changes
 - IP address changes (including expanded ranges for new workstations)

Contact information

Telephone numbers

Call the PharmaNet Help Desk and ask for the Information Support team to return your call.

From the Lower Mainland, call 604 682-7120

From the rest of BC, call toll-free 1 800 554-0225

Fax number

From anywhere in BC, fax to: 250 405-3599 (Victoria number)

E-mail

informationsupport@hibc.gov.bc.ca

Mail

Send mail to:

Information Support
PO Box 9655 Stn Prov Govt
Victoria BC V8W 9P2

11.3 PharmaCare Information Line

Functions

- The PharmaCare Information Line—also known as the Interactive Voice Response (IVR) system—is an automated method for obtaining information by telephone. **This service is not available to the public.**
- When calling, you are greeted with the option to use the Pharmacy Self-Service, or stay on hold to speak to a PharmaCare representative.
- Self-service features provide access to Prescriber IDs, Special Authority information for prescriptions, benefits information for drugs, and blood glucose strip certificate information.
- PharmaCare representatives can help you with rejected claims, BC Service card verification and misuse reporting, and patient restrictions. Select the option you want to be directed into the appropriate queue.
- If you need to report a timeout or technical problem with PharmaNet, or have other issues with PharmaNet not covered by one of the menu options, press “5”.

Automated information retrieval options

- To use the self-service features, you must enter your College of Pharmacists ID number (**not** your employee number) using the telephone keypad, followed by the # key. Four menu options are then presented:

Prescriber ID Option (Press 1)

- Enter the MSP Billing Number to retrieve the Prescriber ID and the spelled-out last name and initials.

Special Authority Option (Press 2)

- Enter the PHN and DIN to retrieve the following information for an existing Special Authority:
 - Special Authority type (that is, for Reference Drug Program, Low Cost Alternative, or Limited Coverage benefit)
 - maximum days' supply
 - expiry date

Benefit Plans Option (Press 3)

- Enter the DIN to retrieve information on:
 - benefit status (benefit/restricted-benefit/Low Cost Alternative/Reference Drug Program/trial prescription)
 - benefit plans (plan or plans under which the drug is covered)

Note: *If the drug falls under a special category (e.g., vitamins or supplements) the user is instructed to contact the PharmaNet Help Desk.*

Blood Glucose Certificate Option (Press 4)

- Enter the PHN to access a recorded message stating whether or not there is an existing Blood Glucose Certificate of Training recorded on the patient's PharmaNet file. If a certificate has been entered for the patient, the recording will either provide the expiry date, if there is one, or advise that there is no expiry date.

11.4 *PharmaCare/PharmaNet Medical Practitioner Line*

[October 1, 2017: Added information for medical practitioners]

- The PharmaCare/PharmaNet Medical Practitioner Line offers practitioners timely access to specific coverage information. **This service is not available to the public.**
- The service provides authorized practitioners with information on:
 - Special Authority coverage status, including coverage under the Reference Drug Program
 - Plan P Palliative Care Drug Plan coverage status
 - Plan G Psychiatric Medications Plan coverage status
 - Restricted Claimant Program
- Practitioner-only telephone numbers should not be given to the public.

Toll free 1-866-905-4912

11.5 *PharmaCare Website*

- The PharmaCare website (for B.C. Residents and for Health Care Professionals) offers comprehensive information on a variety of topics, including:
 - PharmaCare plans
 - PharmaCare programs
 - Fair PharmaCare online registration
 - Special Authority criteria and forms
 - PharmaCare Drug Submission process
 - PharmaCare-assigned Product Identification Numbers
 - PharmaCare Newsletters and PharmaNet Bulletins
- For a comprehensive list of topics for pharmacy providers, visit www.gov.bc.ca/pharmacarepharmacists.
- For information for device providers, visit www.gov.bc.ca/pharmacaredeviceproviders.